

PW&A: Number of Missed Recycle/Garbage MetroCall Requests

Measurement method:

The percent of work requests driven by citizen complaints that are not resolved

Why measure?

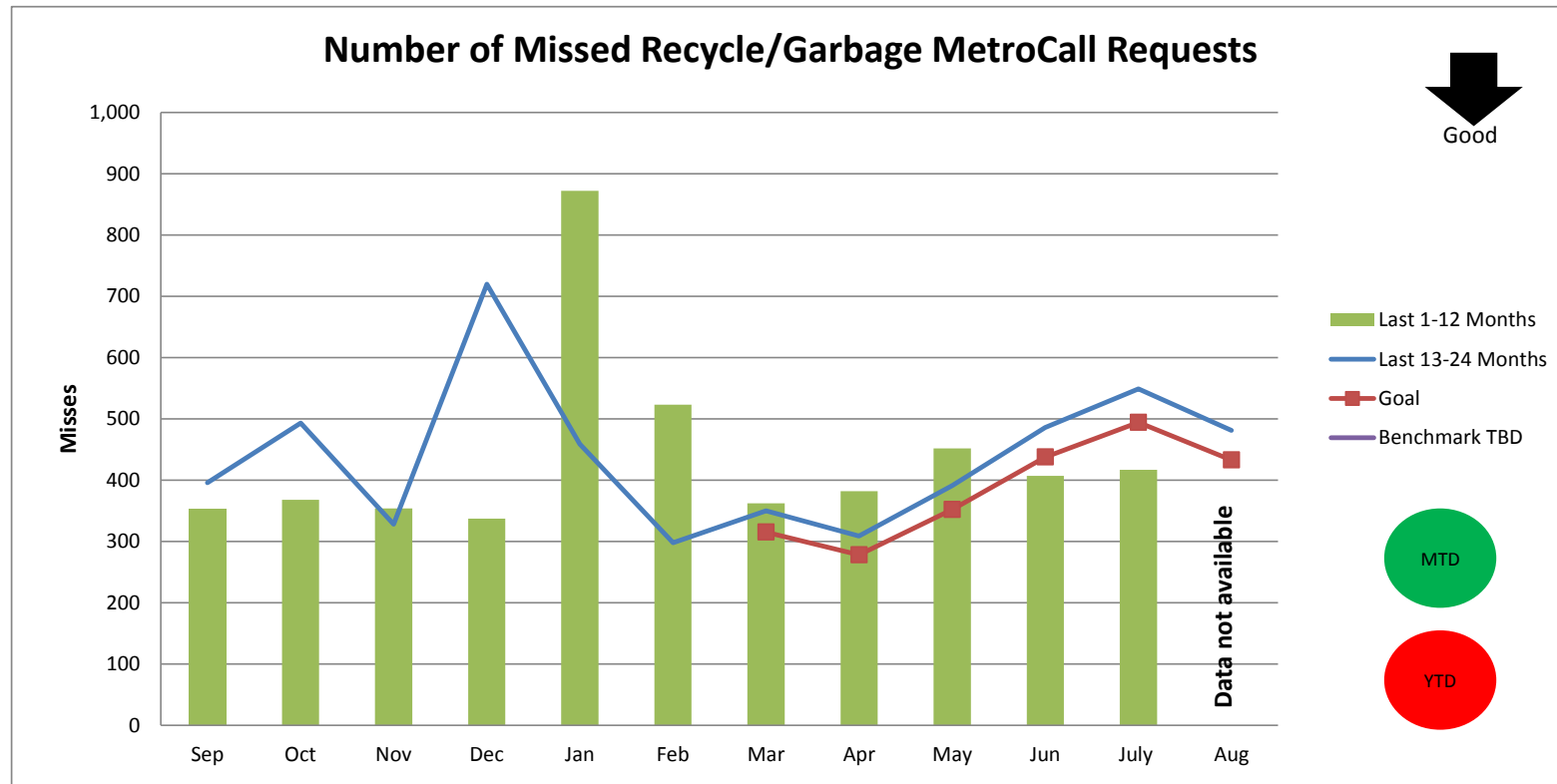
To see how well Public Works and Assets is meeting citizen needs; Misses are 0.04% of 850,000 services provided in a month

What is our goal?

Reduce the number of combined misses

How are we doing?

YTD Goal = 4,301 misses; YTD Total = 4,827 misses; YTD Average = 439 misses; MTD = 417 misses



	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Average	Median	Standard Deviation	Totals
Last 13-24 mos.	396	493	328	720	459	298	350	309	391	486	549	481	438	428	120	5,260
Last 1-12 mos.	353	368	354	337	872	523	362	382	452	407	417	X	439	382	153	4,827